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Unified Contact Center Enterprise Implementation(UCCEI)

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QUESTION 1

In the Cisco Unified Communications Manager 4.1(x), what is the first step to create a new CTI route point to be associated with a JTAPI user?

A. Create the CTI route point device and assign a directory number.

B. Using device association, map the CTI route point directory number to the JTAPI user.

C. Create a calling search space that includes the JTAPI user and CTI route point directory number.

D. Create a new directory number and associate it to the JTAPI user.

Correct Answer: A

QUESTION 2

In the Cisco Unified Contact Center Enterprise solution with Cisco Unified IP IVR, the system is configured to handle calls routed to agents that the agent does not answer. Which two are part of the configuration? (Choose two.)

A. Configure a ring-no-answer time in agent desk settings.

B. Create a Reroute on No Answer CTI route point in Cisco Unified Communications Manager.

C. Configure a ring-no-answer dialed number in agent desk settings.

D. Enable Target Requery in the Queue node of the ICM routing script.

E. Configure a default script/application in the IP IVR to process the call automatically if the agent doesn\\'t answer.

Correct Answer: AC

QUESTION 3

When installing the Agent Peripheral Gateway for Cisco Unified Communications Manager, what is the proper order for the installation steps?

A. Install the JTAPI client from the Cisco Unified Communications Manager plug-ins window. Run the Peripheral Gateway Setup Tool to load and configure the Peripheral Gateway software. Configure the Peripheral Gateway in Config ICM using an Administration and Data Server. Create the JTAPI Application User in Cisco Unified Communications Manager for the Peripheral Gateway.

B. Configure the Peripheral Gateway in Config ICM using an Administration and Data Server. Run the Peripheral Gateway Setup Tool to load and configure the Peripheral Gateway software. Install the JTAPI client from the Cisco Unified Communications Manager plug-ins window. Create the JTAPI Application User in Cisco Unified Communications Manager for the Peripheral Gateway.

C. Create the AXL Application User in Cisco Unified Communications Manager for the Peripheral Gateway. Run the Peripheral Gateway Setup Tool to load and configure the Peripheral Gateway software. Configure the Peripheral

Gateway in Config ICM using an Administration and Data Server. Install the JTAPI client from the Cisco Unified Communications Manager plug-ins window.

D. Run the Peripheral Gateway Setup Tool to load and configure the Peripheral Gateway software. Install the JTAPI client from the Cisco Unified Communications Manager plug-ins window. Create the AXL Application User in Cisco Unified Communications Manager for the Peripheral Gateway. Configure the Peripheral Gateway in Config ICM using an Administration and Data Server.

Correct Answer: B

QUESTION 4

In a typical Cisco Unified Contact Center Enterprise parent/child call flow, when a call is routed by the parent ICM to the child site and an agent is no longer available at that child, what are two options that the call may do? (Choose two.)

A. be queued at the child for the next available agent

B. be automatically routed to an error message at the child

C. receive RONA treatment in the child

D. be queued at the parent for an agent at any child site

E. be terminated

Correct Answer: AD

QUESTION 5

The Cisco ICM platform provides routing and administrative scripts.

What can administrative scripts be used for?

A. to process route requests on a call-by-call basis

B. to set or check values of global variables on a regular basis

C. to change the call type of a set of scripts on a scheduled basis

D. to change the way service level is calculated across services and call types without having to edit each individually

Correct Answer: B

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